

WHAT IS CLAIMED IS:

1 1. A method of responding to a received message, the method
2 comprising:
3 analyzing content of a received message to select which of a plurality of
4 predefined categories relates to the received message, each predefined category
5 having response information linked thereto;
6 if a first of a plurality of predefined computer-executable response modules is
7 executed, executing the first module using at least a first part of the response
8 information linked to the selected category; and
9 if a second of the plurality of predefined computer-executable response
10 modules is executed, executing the second module using at least a second part of
11 the response information linked to the selected category.

1 2. The method of claim 1, wherein executing one of the first and second
2 modules involves displaying suggested response message content on a display
3 device, the suggested content being included in the linked response information.

1 3. The method of claim 2, wherein the suggested content includes at
2 least one document.

1 4. The method of claim 2, wherein the suggested content includes at
2 least one response template.

1 5. The method of claim 1, wherein execution further involves receiving
2 user commands to send a response message with the suggested content.

1 6. The method of claim 5, wherein execution involves executing a
2 message routing instruction that routes the received electronic message to a user's
3 email account, the message routing instruction being included in the linked response
4 information.

1 7. The method of claim 1, wherein execution involves executing a
2 message routing instruction that routes the received electronic message to a user's
3 incoming electronic message account, the message routing instruction being
4 included in the linked response information.

1 8. The method of claim 7, wherein the user's incoming electronic
2 message account is that of an expert.

1 9. The method of claim 1, wherein the first module is one that produces a
2 response message, and the second module is one that executes a procedure other
3 than producing a response message.

1 10. The method of claim 9, wherein the first part is an auto-response.

1 11. The method of claim 9, wherein the first part involves suggested
2 content.

1 12. The method of claim 9, wherein the other procedure is service related.

1 13. The method of claim 12, wherein the service-related procedure
2 involves scheduling a service order.

1 14. The method of claim 1 wherein the first and second parts of the linked
2 response information are different.

1 15. The method of claim 1 wherein the received message comprises an
2 email.

1 16. A computer program product tangibly embodied in an information
2 carrier, the computer program product containing instructions that, when executed,
3 cause a processor to perform operations to respond to a received electronic
4 message, the operations comprising:

5 analyze content of a received electronic message to select which of a plurality
6 of predefined categories relates to the received electronic message, each predefined
7 category having response information linked thereto;

8 if a first of a plurality of predefined computer-executable response modules is
9 executed, execute the first module using at least a first part of the response
10 information linked to the selected category; and

11 if a second of the plurality of predefined computer-executable response
12 modules is executed, execute the second module using at least a second part of the
13 response information linked to the selected category.

1 17. A method of performing multiple steps in an Interaction Center (IC)
2 business process, the method comprising:

3 receiving an email, the content of which relates to one of a plurality of
4 predetermined categories in a categorization scheme, each predetermined category
5 having business objects linked thereto;

6 selecting a category from among the plurality of predetermined categories;
7 receiving user input that identifies which of a plurality of response procedure
8 modules are to be executed in response to the received email;
9 if an email editor module is executed, using a response template selected
10 from among the business objects linked to the selected category; and
11 if an ERMS module is executed, suggesting at least one business object
12 linked to the selected category, the suggested business object including at least one
13 of a quick solution document and an expert selected from among the business
14 objects linked to the selected category.

1 18. The method of claim 17, wherein executing one of the first and second
2 modules involves displaying suggested response message content on a display
3 device, the suggested content being included in the linked response information.